

**Department of Family & Children Services (DFCS)
2009 Business Continuity/Emergency Preparedness Plan**

SECTION/UNIT

Child Care State Unit

COMPLETED BY:

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DATE:

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CONTACT:

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Communication

The chain of command will be designated to make appropriate decisions related to the specific situations. Section will maintain a current emergency phone tree with multiple contact numbers (home, cell, pager, radio) for staff members. Emergency contact numbers for staff member's families will also be maintained. *(Attach phone tree, list chain of command, and emergency contact number)* **In Case of Emergency (ICE) contact directory is maintained by the Unit Manager and distributed to all Child Care Unit staff electronically and via hard copy. The Unit Manager and child care Emergency Management Team Leader will make the calls. A chart that shows the phone tree with chain of command and emergency contact numbers is attached.**

Section will designate a staff member to contact county and regional DFCS staff to advise them of the situation and alternate contact numbers. *(List staff and attach emergency contact numbers)* **Unit Manager will contact Regional and State Offices. The Program Assistant will contact Regional Field Program Specialist. Emergency contact number 404.657.3441.**

Section will communicate with designated DHR/DFCS staff at designated intervals to report on on-going situations. **Designated report times 8:00 a.m., 12:00 noon, 3:00 p.m. and under extreme conditions of irregular operation again at 6:00 p.m.**

Section will make arrangements with designated individuals or agencies to provide interpreting and translation services to non-English speaking customers/constituents involved in the emergency situation. *(Attach contact information as applicable)*

Contact persons for Interpretation Services:

OFI Designee at the time of the emergency (TBD)

MAXIMUS 404.601.4222 or toll free at 1-877-755-6522 (Language Line - Providers

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Actions To Address Potential Workforce Demands

List of critical services: **Monthly, annual, bi-annual submission of federal reporting requirements to ACF/Child Care Bureau; provider subsidy payments, contract invoice authorizations, wire transfers, provider non-compliance notifications and contract management.**

List of non-critical services: **Development/Implementation of any non-mandated new policy; sharing of error reports with county and regional staff; quarterly meetings with regional program specialists; non-priority county funding allocation and policy consultation.**

- Identify staff, customers, constituents, etc. that would be affected if non-critical services were delayed or postponed. **County Staff, Regional Program Specialists, agency partners.**
- What affect would the delay or postponing of services have on individuals, agencies, etc.? **County staff would not receive shared error reports, training of new staff may be delayed, some county funding allocations would be delayed, MOU's and other contracts with outside customers for needed services could be delayed.**

In the event that the Section/Office is rendered unusable for a limited period, staff will be relocated to **Telework**. Is computer access available? Yes **X** No _____
Type of agreement with relocation facility. _____ Verbal _____ Written _____

In the event that the Section/Office is rendered unusable for a prolonged period, staff will be relocated to **a location to be determined and /or telework location**.
Is computer access available? Yes **X** No _____ Type of agreement with relocation facility.
Verbal _____ Written **X** **Unknown until location is secured in the case of an alternate site.**

In the event that the Section/Office is rendered unusable, case/central records will be relocated to **a location to be determined by OFI/CAPS (all provider records maintained off site; remaining office records will be retrieved as needed.**

Type of agreement with relocation facility. Verbal _____ Written **X** Arrangements have been made with **List provider** to relocate the records?

The Program Assistant from the Child Care Unit will make this determination in conjunction with the Unit Manager.

Staff members identified to safeguard records. **All Child Care Unit staff.**

Staff members have been trained on policies for safeguarding confidential records.

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Yes **X** No

List of critical data that is on hard drive. **The CAPS program has a Disaster Recovery plan contractually developed with MAXIMUS, Inc. for all client/provider data records in Reston, Virginia and it stipulates how data must be protected and maintained for client cases, payee history and provider files. Data is maintained on two (2) different servers and locations. In the event of a disaster, provider payment services could be accessed from any remote location with a password and computer.**

List of critical data that is on paper files only: **Historical Manual Transmittals**

Alternative worksites have been identified for the following staff. *(List alternative worksite and mode of communication. I.e. Telecommuting, accessible via phone and Internet)*

The Unit Manager and all Business Operations Specialist: Tele-working, accessible via phone and Internet
All other child care staff: A county office to be determined

List of all services that could be performed at alternative worksites.

All Services can be performed at alternate worksites.

- Identify equipment that would be required to perform these services.
Computers, printers, paper, supplies, phone and Internet access
- Plan developed to secure equipment for alternative worksites.
Staff would utilize lap tops and cell phones.

List of all services that could not be performed at alternative worksites. **All CAPS services could be performed at an alternative location.**

Plan developed to maintain services that could not be performed at alternative worksites.

N/A

Staff members are reservist or members of the National Guard. **0 - None**

In the event these staff members are called to serve on active duty, the workloads will be adjusted as follows. **N/A**

(Not applicable if response to above question is 0)

List of staff members assigned to DFCS emergency response team. **(1) - The child care Emergency Management Team Leader**

If the DFCS emergency response teams are called to assist with local or regional emergencies, the workloads will be adjusted as follows.

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New policy will be suspended, but critical timeframes required to prepare for submission of Georgia's State Plan must be completed, training development or implementation will be delayed. Individual workloads may be redistributed on a temporary basis.

Safety and Security of Staff, Customers, Files, Facilities and Equipment

The decision to evacuate or institute a "shelter-in-place" plan will be determined by a designated staff member. (*List staff member*) (See website: www.osha.gov for guidelines) **The designee for the State Child Care Unit will be the Unit Manager, in conjunction with OFI State Office Operations Director and Emergency Management Team Leader.**

The Section/Office will display building evacuation routes in prominent locations throughout all facilities including restrooms, conference/training rooms and customer waiting areas and provide

all staff with the procedures for evacuation. **Evacuation routes will be posted by 2 Peachtree staff overseen by Georgia Building Authority. The Emergency Management Team Leader will solicit suggestions from the 2 Peachtree Georgia Building Authority staff about any additional locations where routes for building evacuation should be posted in the Child Care Unit area.**

Section will designate staff members to account for and assist non-staff members in the evacuation process. (*List staff members*) **The Unit Manager and Program Assistant.**

Section will designate an assembly area for staff evacuated from the Area and procedures to account for all staff and non-staff assigned to individual areas/sections/units. Section will identify the names and last known locations of anyone not accounted for and pass them on to the official in charge. (*List location and directions to the assembly area*) **The Georgia Building Authority and OFI will designate areas for Child Care Unit. The Unit Manager or designee is the person accountable for all Child Care Unit staff and their locations. The Unit Manager will pass all pertinent information to the official in charge.**

Section will hold evacuation drills as often as needed so that staff is familiar with all evacuation exits from multiple locations within the facility. This information will be provided to all new staff members during initial orientation. **Child Care Unit will participate in OFI Section drills or any other drill called by the Georgia Building Authority. The Unit Manager or designee will share this information with any new staff.**

Section will ensure that adequate first aid supplies are available in multiple identified locations throughout the facility. First aid supplies will be monitored by a checklist and will be replenished as needed. (*Include a copy of floor plans with designated first aid supply locations.*) **A first aid supply kit is located in the Child Care Unit break room, on the shelf facing the entrance and**

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on the Program Administrator's reception counter. All child care staff have been issued flashlights to assist in evacuation or if search and rescue if needed.

Section will provide guidelines (*based on OSHA standards and risk assessments – Fight or Flee*) (See website: www.osha.gov for guidelines) to determine the use of fire extinguishers and designate and train staff on the proper use of the device. Designated staff will be aware of the locations of all extinguishers. (*List staff*) **The Unit Manager, Emergency Management Team Leader and Program Assistant. A printout of instructions for use of fire extinguishers from OSHA website will be provided to each Child Care Unit staff member. Training will be arranged in conjunction with OFI Section.**

Section will require procedures to determine the location of all staff assigned to individual units. This will include staff absent from the facility due to leave or official business. This will be used to account for all staff at designated assembly area after an evacuation. **The Unit Manager and Program Assistant will have schedules for each person in the Child Care Unit and proxy access of all staff from their GroupWise Calendar, which is accessible through the Internet**

offsite. Staff are also required to maintain their status using the personnel board location at the main administrative cubicle.

Section will maintain a floor-space outline that identifies specific workstations to which staff is assigned. Individual with disabilities requiring assistance evacuating the facility will be designated on the floor plan and their workstations will be marked appropriately. (*Copies will be maintained on and off-site by* **the Unit Manager, Emergency Management Team Leader and designee.**

Section will designate staff members to assist individuals with disabilities to evacuate the facility. (*List staff members designated to assist each disabled individual.*) **The Unit Manager, Emergency Management Team Leader and Program Assistant.**

Section will designate a list of staff members with American Red Cross or medical training. (*List staff members*) **Will Carter, Mona Jackson, Tamara Hall, and Gloria Washington have already completed American Red Cross or medical training. Other State Child Care Unit staff may engage in similar training.**

Section will designate staff members to determine (based on information provide by local emergency personnel) when it is safe to re-enter the facility. (*List staff*) **The Unit Manager, (or designee) and Program Assistant in conjunction with directions from the 2 Peachtree Georgia Building Authority or other designated officials.**

Section will maintain effective after hours building access procedures for all locations. Procedures will be provided to all staff. **Child Care Unit staff will follow State/County and/or Region office and Georgia Building Authority directives/procedures.**

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Section will designate a staff member and an alternate (*List staff*) to be on-site following an emergency/disaster to ensure security of equipment and files and consult with rescue staff on recovery. **All State Child Care Unit Staff**

Procurement and Accounting Procedures in Disaster/Emergencies

The Section will ensure that records are maintained for any disaster related expenditures for possible state reimbursement from FEMA. The Section will maintain the following:

- A separate file for disaster related expenditures that will be copied and filed as each expense occurs.
- Purchase orders, invoices, telephone bills, travel expenses, staff time sheets and any other expenses related to the disaster will be maintained in the file.
- Program codes provided by financial services will be applied to expense for reimbursement if disaster expenses are approved
- Section will follow the guidelines in the DFCS Administrative Policy and Procedures Manual under the Emergency Purchase Policy Section.
- Section will follow established policy on all purchases and expenditures exceeding a specified amount and requiring solicitation and competitive bidding.

Paper files will be established and stored in the central office files by the Program Assistant and scanned for electronic storage.

Training

Before implementing the emergency plan, the Section will designate and train enough staff to assist in the safe and orderly emergency evacuation of all staff and guests. The training will be provided when the plan is initially developed and to all new staff members. Staff will be retrained when their actions or responsibilities under the plan change or when the plan changes due to a change in the layout or design of the facility. Section will educate staff about the types of emergencies that may occur and train them in the proper course of action. Section will ensure that staff understands the functions and elements of the emergency plan, including types of potential emergencies, reporting procedures, alarm systems, evacuation plans and shut down procedures. The Section will provide clear communication to staff that will be in charge during an emergency to minimize confusion.

The Child Care Unit Emergency Management Team Leader and or designee will provide this training during a scheduled monthly Unit meeting. Each State Child Care Unit employee will be provided a hard and soft copy of this plan.